Mercedes-Benz

Mercedes-Benz
Financial Services Hong Kong Ltd.
A Daimler Company

Mercedes-Benz Financial

Fair Wear and Tear Guide

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When it’s time to return your Mercedes-Benz.

We certainly don’t want you to be caught unaware when you return your Mercedes-Benz, so please read this guide. It outlines our vehicle return standards, and what we consider acceptable and unacceptable damage. It can help you to avoid any unnecessary charges. When it’s time to return your Mercedes-Benz, it’s given a full inspection to determine its condition, based on the points within this guide. However, you can carry out your own checks first.

Unacceptable damage and what it could cost you.

Unfortunately, if you return your Mercedes-Benz with any unacceptable damage, we’ll have to invoice you for the cost of repairs. It is therefore important that you read the following section entitled ‘Fair Wear and Tear’.
You’ll learn what damage is acceptable and what’s not. Then consider whether you should fix any problems at an authorised repairer before you return your car – doing so could help you avoid unnecessary charges. After a full inspection, you will be sent an invoice for the cost of any necessary repairs. Please note that anything mentioned in the **‘Chargeable’** section of the following pages will be charged for.

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Fair Wear and Tear

This section applies when the hirer (the "**Hirer**") returns the financed vehicle ("**Vehicle**") to Mercedes Benz Financial Services Hong Kong Ltd. (the "**Owner**") in accordance with Clause 13.1(a), or trades in the Vehicle for a new vehicle in accordance with 13.1(c), of the Agility Agreement entered into between the Owner and the Hirer ("**Agreement**").

In accordance with Clause 13.1(a) or Clause 13.1(c) of the Agreement, if the Hirer wishes to return the Vehicle, or trade-in the Vehicle for a new vehicle, the Hirer is obliged to return the Vehicle to the Owner at the designated place for an inspection (usually carried out by the Owner's exclusive dealer).

The returned Vehicle must be in good condition and must not exceed the normal wear and tear standard set out below. If the Vehicle does not satisfy the return conditions, the Owner is entitled (i) to charge fees, repair costs[1] and excess mileage charges calculated in accordance with this Fair Wear and Tear Guide, and/or (ii) not to accept the return or trade-in of the Vehicle.

1. General conditions

Before returning the Vehicle, the Hirer is obliged to check and ensure the following requirements are met:

a. No outstanding traffic violation, fines or tickets attached to the Vehicle.
b. Annual vehicle check has not expired.
c. No mileage in excess of the maximum mileage stated in the Agility Contract; otherwise excess mileage charges will be applied.
d. Hirer has a valid motor vehicle license.
e. Valid insurance policy and compulsory insurance mark.
f. Complete maintenance record according to Mercedes-Benz/AMG maintenance cycle.
g. All services and repairs to the Vehicle must have been conducted by an authorised Mercedes-Benz Hong Kong Ltd. dealer . Any repair performed on the Vehicle which is not conducted by an authorised Mercedes Benz dealer will not be recognised.
h. Vehicle must be returned with full set of keys, including spare keys (if any provided). Any Vehicle returned without such keys will incur a charge for the cost of a replacement key(s), depending on vehicle model and options.
i. Vehicle must be returned with all accessories as originally supplied, including but not limited to, owner's manual, service manual, navigation DVD.
j. Vehicle must have a full tool kit as originally supplied, including but not limited to spare tire, space saver.
k. Vehicle must be returned with all other removable parts including, but not limited to, headrests, remote controllers, headsets, floor mats, ash trays, lighters, First-Aid kit.
l. All vehicle fixtures must be in their original state upon Vehicle return and no Vehicle modifications are allowed.
m. Vehicle, together with all its parts, must be returned in normal working condition and undamaged.

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2. Structural Damage

If the Vehicle was involved in an accident, the Vehicle must be repaired without any structural damage.
For example, no changes in the Vehicle's width and/or length, no damage to structural components such as front side aprons, side rails, front frame rails, rear frame rails, door posts, center pillars, shock towers, quarter panels, roof panel, floor sections).. The Vehicle must be returned without any history of structural damage.

3. Body and Paint

Acceptable:

- Minor body dents are acceptable under the following conditions:
  - for vehicles up to 2 years old: dents less than 10mm in diameter, with a maximum 1 dent per panel (maximum of 2 dents per vehicle)
  - for vehicles more than 2 years old: dents less than 10mm in diameter, with a maximum 2 dent per panel (maximum of 4 dents per vehicle)

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[1] The Owner is entitled to charge the Hirer the cost of repair the Vehicle in order for it to reach the normal status of wear and tear. The charge is calculated based on the cost of Zung Fu Company Limited repairing the Vehicle, as authorised by the Owner, and the charge report will be issued by an independent third party.

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- Light surface scratches not through the top coat which can be removed by polishing/touch up.
- Any chipping of paintwork that does not penetrate the vehicle base coat nor show signs of corrosion.
- Any previous repair is up to an acceptable standard and all such repairs were conducted by an authorised Mercedes-Benz Hong Kong Ltd. Dealer.

Chargeable:
- Any dents larger than 10mm.
- The following are chargeable under the following conditions:
  - for vehicles up to 2 years old: more than 2 dents which are less than 10mm or more than one dent on any one panel
  - for vehicles more than 2 years old: more than 4 dents which are less than 10mm or more than 2 dents on any one panel
- Any chipping and scratching of paintwork that has penetrated the base coat.
- Any corrosion of any kind which cannot be polished out.
- Dents on swage lines or folder edges. Dents on high profile panels (i.e., bonnets/wheel arches, etc.).
- There should not be any touch-ups done previously. Evidence of poor color match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint is not allowed. Excess paint chips which detract from the overall appearance of the Vehicle.
- Body panel alignment which is not consistent with the manufacturer's finish.
- Damaged antennas.
- Any missing caps or covers on the bodywork, including but not limited to, petrol cap cover, Mercedes Benz Star logo, model badge.

4. Glass

Acceptable:
- Chips on windscreen must be less than 2mm, provided they do not obscure the driver's line of vision, with a maximum of 3 chips per windscreen.
- Headlamp lenses with minor chips, which do not detract from the overall appearance of the Vehicle or affect the efficiency of the lamp.

Chargeable:
- Scratches and cracks in glass or stone chips which will need to be repaired.
- Cracks or damage to the windscreen which require complete replacement or, if relatively minor, repaired using resin impregnation.
- Chips greater than 2mm.
- 3 or more chips on any one windscreen.
- Windshields or windows that are not provided or repaired by an Mercedes-Benz authorised dealer.
- Any lighting which is not working, or holes and cracks in glass and lamp plastic lids.

5. Bumpers and Body Moldings

Acceptable:
- Scratches up to 50mm, provided they do not damage the base coat.
- Marks that are removable by polishing.

Chargeable:
- Discolored, loose, cracked, distorted, gouged or split bumpers and moldings that require replacement, plastic welding or painting.
- Dented bumpers and/or any dents penetrating through to the base material where painted.
- Scratches longer than 50mm.

6. Interior

Acceptable:
- Normal wear and tear to carpets, trim, upholstery.
- Seat cover/trim repairs performed by an authorised Mercedes-Benz Hong Kong Ltd. Dealer.

Chargeable:
- Burns to trim, seat covers, headlining and floor coverings requiring repair.
- Deformed seat shapes.
- Stains or discoloration of a permanent nature including but not limited to visible ink stains.
- Tears, cuts, rips and holes through seat covers, headlining and floor covering.
- Broken or damaged interior moldings, trim pads, instrument panel, sun visor or headlining.

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- Holes resulting from the removal of aftermarket accessory equipment.

7. Tires and Wheels

Acceptable:
- Scuffed sidewalls which can be cleaned
- Minor scuffing or damage less than 25mm to the vehicle alloy or steel rim edge or wheel face.
- Minimum remaining tread of 1.6mm across 75% of the tire.

Chargeable:
- Any non-matching tires.
- Tires showing uneven wear indicating steering damage including but not limited to tire tread feathering.
- Any gouge, crack, cut, torn or plugged tire side wall.
- Less than 1.6mm tread depth across 25% of the tire including but not limited to spare.
- Cracked or distorted wheel trims.
- Scuff chips and scratches exceeding 25mm.
- Damage and scratches exceeding 25mm on wheel surface or wheel rim.

8. Underside of vehicle

Acceptable:
- Minor dents up to 50mm, as long as they do not damage the base paint.

Chargeable:
- Dents or scratches which have penetrated the base paint.

9. Oil Leaks

Acceptable:
- Some minor oil misting or dampness around seals or gaskets, provided oil drips are not present.

Chargeable:

Any serious oil leakage which could have been rectified at the earliest opportunity.

10. Luggage Area

Acceptable:
- Surface marks and light blemishes.

Chargeable:
- Floor coverings and surrounding trim panels should not be torn or split.
- Torn rubber in interior door seals and paint scratched down to the bare metal.

11. Rubber Seals

Acceptable:
- Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals.

Chargeable:
- The damage and crack of the door rubber seal and other sealed parts which is out of the range of normal usage, the displacement of the sealed parts and the falling in or cracking of sealed parts.

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Table of fees, costs and charges

If the Vehicle does not satisfy the return conditions set out above, the Hirer shall be obliged to pay the following fees, costs and charges to the Owner.

Chargeable Wear & Tear	Cost
Full set of keys / replacement keys	**Per Key: HKD $3,200 - $4,000 (Dependent on model and options)**
Excess Mileage	**HKD $ 3 per excess km**
Vehicle is not maintained and inspected in accordance with the Mercedes-Benz/AMG/Smart repair and maintenance cycles	**Per Missed Maintenance Check: HKD $ 3,500 - $5,500 (Dependent on selected service package)**
Missing parts, owner's manual, service manual from vehicle (Owner is entitled to charge fees in accordance with the cost of buying original parts and re-applying the appropriate documents, depending on the vehicle model)	**Per Spare Tire: HKD $5,000 - $9,000 Per Owner's Manual: HKD $250 - $800 Per Service Manual: HKD $250 - $800 (Dependent on model and options)**
Other chargeable wear & tear	**The charge is calculated based on the cost of Zung Fu Company Limited repairing the Vehicle, as authorised by the Owner, and the charge report will be issued by an independent third party.**

Circumstances where return/trade-in will not be accepted

If the Vehicle is seriously damaged, including but not limited to: serious structural damage or structural damage history, wading damage or wading history, change of odometer number, modification of the Vehicle, any engine oil leakage and significant damage or distortion to chassis components affecting the Vehicle's structural integrity or warranty, no return or trade-in of the Vehicle will be accepted. In such a case, the Hirer must pay all outstanding rentals and final payment to purchase the Vehicle in accordance with the Agreement.

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